

## Premier IT Support

Our Premier Support service is designed in consultation with schools to provide a fully managed and cost-effective ICT support solution.

Premier Support is all-inclusive. Onsite visits are made when required, not on a schedule. New hardware and software is installed as part of the service. Support of your Capita SIMS or Arbor MIS systems comes as standard.

*“The support provided is vital to the school. We have always found the team to be exceptional and extremely knowledgeable and the quick response times mean that any problems or queries are dealt with immediately.”*

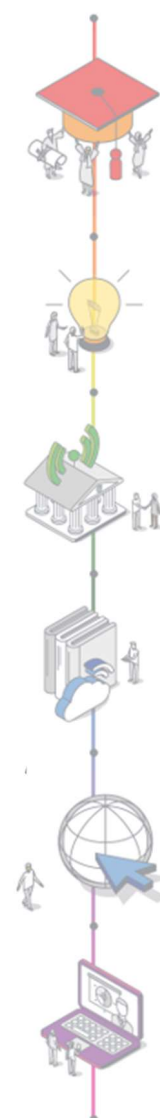
Premier Support is flexible. Our team work with a range of schools with differing strategies and educational aims.

With Premier, you won't have to worry about IT

Computing in schools is increasingly complex to support and maintain. Having access to qualified and professional support services is critical for a school to make the most effective use of their IT investment.

Premier IT Support provides:

- ✓ Access to a team of educational ICT specialists
- ✓ Remote support and monitoring of all your school computers
- ✓ Incidents and requests are acted upon quickly
- ✓ Support is available from our dedicated web portal, or by phone and email
- ✓ Regular service review meetings allow your school to feedback on our service and to strategically plan for the future.



## Regular Onsite Support

As an alternative to our fully managed Premier support package, our Regular Onsite Support Service provides a way to get scheduled technical assistance.

The service allows schools to buy into scheduled visits from members of our team of skilled educational technology specialists.

Our highly skilled Technicians and Consultants cover all aspects of ICT support to ensure the smooth day to day running of your ICT systems.

*"The technicians are very knowledgeable, friendly and professional"*

*"A professional team who go out of their way to help and solve queries efficiently"*

Technicians work under the guidance of the Consultants in supporting future development plans and in the purchase and installation of new equipment and other hardware projects and rollouts. We are technology independent and skilled across a wide range of the technologies commonly used in education and not-for-profit sectors.

Our Consultants provide a high level of infrastructure, network and server support and are on site to engage with the School Senior Leadership Team on planning and developing technical solutions that are tailored to meet your current and future needs. They can help with business cases, options papers and decisions on the use of the hardware you have, advising on how best to support different staff groups, including teaching staff.

